SYSTEMS AND METHODS FOR CALL CENTER PROCESSING

ABSTRACT OF THE DISCLOSURE

Various systems and methods for call center processing are provided. As just one example, a method for call center processing is described that includes providing

5   a call center system. The call center system includes a business object function implemented in a script language, and a communication layer. The method further includes receiving a data set, and applying the business object function to the data set. This application of the business object function to the data set creates a business object. The communication layer is applied to the business object which results in a conversion

10   of the business object to an XML string that may be transmitted to a server.